



Maine Department of Health and Human Services

MECMS Update 76

August 21, 2006

Billing News & Tips

Suspended claims are decreasing

The MECMS suspended claims inventory has been decreased by 10% over the past few weeks and stood at 181,934 as of August 13.

The number of manually resolved claims has doubled in recent weeks as new claims staff has begun working and as the efforts of claims workgroup initiatives have begun to be seen. Two workgroups are in place, one examining claims suspended with problems involving modifiers and the other investigating claims suspended for Prior Authorization.

MECMS update

The MECMS team is working to resolve stability and performance issues related to Release 1. Testing and modification continue for the release functionality related to Crossover-Part A claims, Void transactions and 837 I institutional claims processing.

When the Release 1 code came into the live environment and the final round of testing began, its performance was unsatisfactory and an unacceptable number of errors were evidenced. These errors have been returned to the vendor for repair.

As the previously scheduled Release 2 date of September 1 nears, the Office of MaineCare Services has considered the options of holding to the original schedule for releases and/or shortening the testing period. Neither of these options presented high potential for success.

The decision has been made, instead, to adhere to the original objective of ensuring good results through environments of testing, prior to implementation.

This decision effectively pushes out the release schedule until Release 1 is operational and a new schedule can be developed.

Claims returned for billing mistakes

A recent review of the primary reasons providers are receiving returned claims reveals the need for a simple correction.

Providers billing on the HCFA 1500 should be sure that for form locator 31, the date is within the box. If the date is written or typed outside the box, the claim cannot be scanned or submitted and will be returned.

Dental provider reminders

When billing with procedure codes that require attachments or reports, dental providers should follow Chapter III policy requirements. These requirements include:

- Submit the report or attachment with the claim
- Be sure the member name on the report or attachment matches the member name on the claim
- Include in the report or attachment the service provided (including identification of specific appliance), date of service, correct dollar amount and only the name of the member receiving services.

Revised payment schedule for the Labor Day holiday

The Department of Health and Human Services' schedule for issuing payments to providers will change due to the Labor Day holiday.

Electronic Funds Transfer payments will still be released on Friday, September 1, but may be received through Wednesday, September 6 depending on the EFT vendor

Claims cycle payment checks and the corresponding RAs will be released on Tuesday, September 5, for receipt by the following Saturday, September 9, depending on the mail.

Interim Payment Electronic Funds Transfers will occur on Thursday, September 7 for receipt that night or until the following Tuesday, September 12, depending on the EFT vendor.

Interim Payment checks that have no corresponding RAs will be released Friday, September 8 for receipt by the following Wednesday, September 13, depending on the mail.

Beginning September 11, all payment cycles will return to their normal weekly schedules.

Member News

MaineCare handbooks distributed

An updated MaineCare Handbook has been printed and is in distribution to current MaineCare eligible members. The updated handbook has also been posted to the OMS web site. Providers can access the handbook at <http://www.maine.gov/bms/member.htm>

Learn More & Talk To Us

MaineCare hospital training scheduled for August 31st in Augusta

The DHHS Office of MaineCare Services will be conducting an outreach to hospitals at the Maine Hospital Association headquarters at 33 Fuller Road in Augusta on August 31st.

The session is scheduled from 10:00 a.m. to 3:00 p.m. Lunch will be provided. Hospital personnel will have the opportunity to receive information, provide feedback and ask questions regarding billing basics, MECMS news (including improving online tools), and common billing issues.

The outreach will be to a large group, and it will deal with frequently asked questions about the billing process. If a group presentation does not meet your needs because of your organization's unique issues, please contact your provider relations specialist at the Office of MaineCare Services to set up an appointment to meet one-on-one. Thank you and we look forward to seeing you on the 31st.

For more information on the hospital training, you can call MHA at 622-4794.

Contact Us

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TTY: 1-800-423-4331

Augusta area: 207-624-7539

On the web: www.maine.gov/dhhs/bms

Write:

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Office of MaineCare Services
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Augusta, ME 04333-0011

Our listserv:

Sign up for a convenient, fast way to get the news you need about billing procedures and other MaineCare provider information:

<http://mailman.informe.org/mailman/listinfo/provider/>

Previous issues of *The MECMS Update*:

http://www.maine.gov/bms/member/innerthird/mecms_update_for_provider.htm ■